

IN THE SPECIFICATION

Please replace page 3, line 33 to page 4, line 6 with the following paragraph:

Figure 2 is a block diagram of a system architecture in accordance with a preferred embodiment. The Presentation "layer" 210 is separate from the activity "layer" 220 and communication is facilitated through a ~~set of messages~~ System Dynamics Engine 230 that control the display specific content topics. A preferred embodiment enables knowledge workers 200 & 201 to acquire complex skills rapidly, reliably and consistently across an organization to deliver rapid acquisition of complex skills. This result is achieved by placing individuals in a simulated business environment that "looks and feels" like real work, and challenging them to make decisions which support a business" strategic objectives utilizing highly effective learning theory (e.g., goal based learning, learn by doing, failure based learning, etc.), and the latest in multimedia user interfaces, coupled with three powerful, integrated software components. The first of these components is ~~a software Solution Construction Aid (SCA)~~ the Systems Dynamics Engine 230 consisting of a mathematical modeling tool 234 which simulates business outcomes of an individual's collective actions over a period of time. The second component is ~~a knowledge system~~ System Dynamics Model 250 consisting of an HTML content layer which organizes and presents packaged knowledge much like an online text book with practice exercises, video war stories, and a glossary. The third component is ~~a software tutor~~ an Intelligent Coaching Agent 270 comprising ~~an artificial intelligence engine~~ a Simulation Engine 240 which generates individualized coaching messages based on decisions made by learner.

Please replace page 4, line 7 to page 4, line 14 with the following paragraph:

Feedback is unique for each individual completing the course and supports ~~client-cultural messages~~ Deliver Feedback 242 "designed into" the course. A business simulation methodology that includes support for content acquisition, story line design, interaction design, feedback and coaching delivery, and content delivery is architected into the system in accordance with a preferred embodiment. A large number of "pre-designed" learning interactions such as drag and drop association of ~~information~~ Inputs Outputs 238, situation assessment/action planning, interviewing (one-on-one, one-to-many), presenting (to a group of

experts/executives), metering of performance (handle now, handle later), "time jumping" for impact of decisions, competitive landscape shift (while "time jumping", competitors merge, customers are acquired, etc.) and video interviewing with automated note taking are also included in accordance with a preferred embodiment.

Please replace page 19, line 15 to page 19, line 23 with the following paragraph:

Figure 19 illustrates the remediation process in accordance with a preferred embodiment. Remediation starts as students interact with the application's interface (process #1 1901). As the student tries to complete the business deliverable, the application sends messages to ICAT about each action taken (process #2 1902). When the student is done and submits work for review, the ICAT compares how the student completed the activity with how the designer stated the activity should be completed (this is called domain knowledge). From this comparison, the ICAT gets a count of how many items are right, wrong or irrelevant (process #3 1903). With the count complete, the ICAT tries to fire all rules (process #4 1904). Any rules which fire activate a coach topic (process #5 1905). The feedback algorithm selects pieces of feedback to show and composes them into coherent paragraphs of text (process #6 1906). Finally, as part of creating feedback text paragraphs, the ICAT replaces all variables in the feedback with specifics from the student's work. This gives the feedback even more specificity, so that it is truly customized to each student's actions.